

Lessons from the Showrooms

The Installer's Point of View

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Overview

- Often the concept, plans, specifications and layout of a project are complete before the installer is brought in.
- The assumption is that like any traditional project, that “going through the motions” for the installation will achieve the desired results.
- With LED systems, even “Plug and Play” components often create new challenges
- Success in a project becomes a moving target

What the Client and the Designer Want

- “Good lighting” that has a familiar feeling as far as ambient, accent and task lighting are expected to be (as per the designer’s previous experiences)
- Ease of operation – turn it on, turn it off, set the lighting levels as necessary – this is taken for granted
- Also the 5 things that incite a LUST for LED light sources in new design projects >>>>

The LED Marketing HOOK!

- Great efficiency
- Long lamp life
- Low maintenance
- The stated or implied message that the results will be the same as when non LED light sources are used
- Initial cost increase is offset with the estimated payback over time

What Happens Next

- Products are ordered and delivered to the site
- Anticipations are that the installation will be ***At Least as Good*** as when non LED products are used
- The clients and designers are surprised because often the results are not always as expected

Let's Change it Up

- Education for designers, merchants, clients and installers
- Experience of seeing products installed and operational
- Mockups to compare familiar products with new products
- It is essential to know what you like, what you can live with and what you don't like before the installation

REALITY

- The quest for the correct colors probably defines most designs – interior and exterior – the lighting is directly related to this
- The objects, architecture and people illuminated need to look “right”(or familiar)
- The substitution of LED sources for traditional lighting sources is, not yet, an “equal” swap except in regards to lumen output

Adjust Expectations

- Using LED fixtures create unique results
- More Light – Less Energy
- Solves problems that were difficult in the past (UV, IR, Heat, etc.)

The Real World – Unintended Consequences

Closet Installation

Exterior Pathway Indicator Light Installation

Steplight Installation

Weatherproof Uplight Installation

Recessed Fixture Installation

Undercabinet Lighting Installation

Closet Lighting

\$100.000.00+ of product purchased to
illuminate the inside of numerous closets at a
private residence

In operation for 2+ years

Several fixture failures

Was determined to be poor solder joints
between sections of the LED strip